



JOB DESCRIPTION

JOB TITLE	Senior ICT Technician
GRADE	A16 – A21 £23,856 – 27,327 but this is negotiable for the right candidate depending on experience .
RESPONSIBLE TO	ICT Service Manager
HOURS OF WORK	37.5hr per week, all year round

JOB PURPOSE

The Senior ICT Technician's role is to assist in the design, installation, administration, and optimization of Trust servers and network related components to achieve high performance and reliability of the various Trust applications. This includes ensuring the availability of client/server applications, recommending and helping to configure all new implementations, and developing processes and procedures for ongoing management of the server and network environment. Where applicable, the Senior ICT Technician will assist in overseeing the physical security, integrity, and safety of the data center/server farm.

KEY RESPONSIBILITIES

PROJECT MANAGEMENT AND PLANNING

- Assist in delivering client/server implementations and architect infrastructure required.
- Assist in the design and review of new server systems, applications, and hardware; conduct capacity planning as needed.
- Participate in key process improvements as they relate to the client/server environment.
- Implement policies, procedures, and technologies (including firewalls) to ensure server security.
- Assist in designing and implementing data center/server room security features, including environmental alarms, access restrictions, and so on.

ACQUISITION & DEPLOYMENT

- Conduct research on server hardware, software, and protocols in support of procurement and development efforts



- Write technical specifications for purchase of networking hardware and software products.
- Maintain up-to-date knowledge of networking contracts and supervise contract-based installations.
- Support development and implementation of networking projects and new technology installations.

OPERATIONAL MANAGEMENT

- Install, configure, test, maintain, monitor, and troubleshoot end user workstation hardware, software, networked peripheral devices, cabling, and networking hardware and software products.
- Maintain servers, including e-mail, print, and backup servers and their associated operating systems and software.
- Maintain security solutions, including firewall, anti-virus, and intrusion detection systems.
- Maintain all network hardware and equipment, including routers, switches, hubs, and UPSs.
- Monitor and test network performance and provide network performance statistics and reports.
- Perform on-site analysis, diagnosis, and resolution of complex network problems for a variety of end users, and recommend and implement corrective hardware and software solutions, including off-site repair.
- Recommend, schedule, and perform network improvements, upgrades, and repairs.
- Practice network asset management, including maintenance of network component inventory.
- Prepare, maintain, and adhere to procedures for logging, reporting, and statistically monitoring network data.
- Liaise with, and provide training and support to, help desk support staff on network / server issues.
- Perform server and security audits.
- Perform system backups and recovery whilst ensuring tapes are stored in a secure place.
- Line manage Apprentice IT Technician

POSITION REQUIREMENTS

KNOWLEDGE & EXPERIENCE

- Experience in a technical analytical position responsible for managing server and network environments. MCSE qualification desirable.



- Advanced knowledge of the following: Windows 2008-2019, IIS, Proxy technologies, firewalls, installation of SSL Certificates and applying group policy changes using scripting tools.
- Experience in working with Microsoft SCCM, VMWare, Veeam
- Experience installing, configuring, and maintaining all manners of server hardware and associated network equipment, including SCSI, RAID, and I/O topology.
- Experience with server performance tuning and monitoring tools.
- Familiarity with TCP/IP network protocols, firewall management, VLANs, basic switch and operating system configuration.
- General knowledge of storage technologies such as SAN or NAS, as well as Active Directory, DNS, DHCP.
- Business process and reengineering experience, as well as an understanding of the relationship between processes and policies.

PERSONAL ATTRIBUTES

- Project management skills a definite asset.
- Strong understanding of the organization's goals and objectives.
- Good written and oral communication skills; good interpersonal skills.
- Ability to conduct research into server issues and products as required.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self motivated and directed, with keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Strong outlook on coaching and mentoring of junior staff.

This job description sets out the main duties and responsibilities of the post and each individual task may not be identified. The post holder will be expected to undertake such other duties as reasonably correspond with the general character of the post and are commensurate with its level of responsibility.

The job description may, in consultation with the post holder, be changed to reflect changes to the post.